



— 2022 —

Plan For A Healthy Tomorrow

 **WellCare**[®]
Beyond Healthcare. A Better You.



We're Here To Help

WellCare of Kentucky takes pride in helping people live healthier lives. We want you to have all the information you need. If you have any issues reading this booklet, please call WellCare of Kentucky toll-free at **1-877-389-9457**. TTY users, call **711**.

We can:

- Explain the information
- Provide it orally in English or in your main language
- Send you a copy in another language or in other ways (if available)
- Help you if you are visually impaired or hard of hearing

Who Do We Serve?

- Families and Children
- Pregnant Women
- Aged, Blind, and Disabled
- Children Enrolled in the Kentucky Children's Health Insurance Program (KCHIP)
- Dual-eligible*

* Adults (ages 18-64) who are eligible based on income

* May not be voluntarily enrolled, but may be enrolled on a mandatory basis without a waiver from the Centers for Medicare & Medicaid Services



WellCare of Kentucky Extras

WellCare of Kentucky puts you and your family first. We make sure you get what you need to stay healthy. We also offer extra benefits to make your life easier.

Extra Benefits/Special Programs



FREE Health and Hygiene Over-the-Counter (OTC) Items — Each head-of-household is eligible to receive items each month that are mailed directly to their home. No prescription is required! The allowance amount is based on the Kentucky enrollee's household size. Only WellCare of Kentucky Medicaid plan enrollees residing in the same home will be counted as part of the household.

- 1 person household - \$10 per month
- 2 person household - \$20 per month
- 3+ person household - \$25 per month

Additional over-the-counter items may be available at no cost with a prescription at your local pharmacy.



Healthy Rewards Program — Earn rewards for taking steps that help you live a healthy life. These are things like having annual wellness visits.

Rewards include:

- **\$25** Walmart gift card; or
- 3-month enrollment to Amazon Prime; or

- Fitbit: members who complete two (2) activities (not including enrollees ages 0-15 months); or
- Nike Shoes: \$75 Gift Card for members ages 6-18 who complete annual wellness and dental visit; or
- A choice of FREE diapers, stroller, portable playpen or car seat



Vision (Enrollees under 21) — One eye exam, one FREE pair of eyeglasses per year; second pair if first pair is broken or needs to be replaced.



Vision (Enrollees over 21) — Enrollees age 21 and over are eligible to receive an annual allowance of \$150 to purchase eyeglasses or contacts every 12 months.



Dental (Under Age 21)* — Exams, cleanings, X-rays, fillings, extractions, oral surgery, emergency care, and much more!
*Coverage through Avesis.



Dental (Age 21 and Older)* — One dental visit per year per provider, one cleaning every 12 months, extractions, and fillings.
*Coverage through Avesis.



Text4Baby® — Get **FREE** mobile health tips on pregnancy and baby's first year.



Cell Phone — **FREE** wireless cell phone with 350 monthly minutes, unlimited text messaging, and 3GB of data for all enrollees through SafeLink.



Cell Phone program – Qualified enrollees with a high-risk pregnancy or chronic condition receive a free cell phone. It has unlimited talk and text messaging so that you can stay in touch with your doctor, care manager, social worker, friends, and family.

-  **Criminal Record Expungement (Certification Only)** — WellCare will assist with application fees associated with criminal record expungement (as allowed by statute).
-  **WellCare Works** — Resources and tools to help enrollees learn, train, and prepare for steady employment and/or volunteering.
-  **Steps2Success Training** — Referral to job training and financial education classes.
-  **Reading Scholarships** — **FREE** reading scholarships for qualified enrollees pre-kindergarten to 5th grade who want to improve their reading skills.
-  **Scholarship** — Enrollees have a chance to win one of 50 \$1000 scholarships. Scholarships are for enrollees ages 18 and up who have been accepted to attend a trade school, college, or university.
-  **GED® Program** — **FREE** GED testing for enrollees ages 16 and older.
-  **FREE Sports Physical** — One per year provided by a PCP for enrollees ages 6-18.
-  **Discount Card** — Monthly discounts on items such as milk, bread, detergent, and some over-the-counter items.
-  **WellCare Community Connections Help Line** — Connect with community services such as utility assistance, food banks, and transportation. Call **1-866-775-2192** Monday–Friday, 9 a.m. to 6 p.m. Video Relay users can call **1-855-628-7552**.



FREE Meal Program — For enrollees discharged from inpatient hospital, behavioral health facility, rehabilitation, or skilled nursing home.



Boy Scouts of America — **FREE** Boy Scouts of America enrollment for boys ages 5–18 who join during the school year. WellCare of Kentucky will cover the annual enrollment fee and \$25.00 toward a uniform.



Girl Scouts — **FREE** Girl Scouts enrollment for girls ages 5–18 who join during the school year. WellCare of Kentucky will cover the annual enrollment fee and \$25.00 toward a uniform. Free enrollment for enrollee's parent or guardian over the age of 21 to join the Girl Scouts Program.



Housing Allowance — Qualified Households receive a \$250 dollar allowance to assist with housing annually. The housing allowance benefit can be used for rental deposits, utility payments/deposits, and small household appliances. Requires approval from a Care Manager.



ID Card — Pays for members to receive an official state ID.



Internet Hot Spot — 12-month internet hot spot for members ages 8-18 (available in limited rural areas).



Tutoring — Members ages 8-18 are eligible to receive 12 one-hour tutoring sessions.



YMCA Family Membership — Stay active with a family membership.



Good Measures — coaching can help you lose weight, manage a health condition, strengthen your immune system, or just feel better.

There may be times when you need help managing your healthcare.

WellCare of Kentucky enrollees can use these services at no cost:



24-hour Nurse Advice Line — Call any time day or night when you or a family member is sick, hurt, or needs medical advice. Call **1-800-919-8807** to talk to a nurse.



No Copays!





Non-Covered Services

- Acupuncture
- Cosmetic Procedures
- Paternity Testing
- Experimental and Investigational Procedures
- Sex Reassignment Services

For a full list of covered services, please see your enrollee handbook or call customer service toll-free at **1-877-389-9457**.





Choose Your own doctor

Are you looking for a doctor? Choose from WellCare of Kentucky's large network of providers. A large network gives you more options. Maybe you'd like to pick a doctor near your home or you'd like to change doctors.

Whatever you need, our provider directory is a one-stop shop to choose the best doctor for you. You can also view our provider listing at www.wellcare.com/Kentucky.

Each person who joins WellCare of Kentucky must choose a primary care provider (PCP) from our provider directory. Your PCP is your personal doctor. They will provide your care or send you to other doctors (specialists) if needed.

You can ask to change your PCP to another WellCare of Kentucky PCP at any time. To change your PCP, you must first call WellCare of Kentucky Customer Service at **1-877-389-9457**. TTY users, call **711**. You have no limit on how many times you can change your PCP within a given month. Women can choose a doctor trained in obstetrics/gynecology (OB/GYN) as their PCP. If you have family members enrolled with WellCare of Kentucky, they can each choose a different PCP or they can all use the same one, depending on their needs.



Things to Know About Changing Your PCP:

- All changes made between the 1st and 10th of the month take effect immediately
- Changes made after the 10th of the month go into effect the 1st of the following month
- WellCare of Kentucky lets you change PCPs as many times as you need to in a given month.

When you join WellCare of Kentucky, it is important to remember that you must get all medically necessary healthcare services from our facilities and/or providers.

Enrollees must have approval to see an out-of-network provider. We will give you a directory of our providers, as well as other providers that you can see.

Regular Healthcare Appointments

We do not want you to wait long to see your provider. When you ask for a regular healthcare or dental visit, your appointment should be within 30 days of that call.

Remember to take enrollee ID cards to your doctor visits.

If you are pregnant, you must be seen sooner:

- In the first six months of pregnancy, you must be seen within seven days of asking
- In the last three months of your pregnancy, you must be seen within three days of asking

Also, you should not be in the waiting room for more than one hour.



If you need any help with the information above, please call us toll-free at **1-877-389-9457**.

TTY users, call 711.



Emergency Services

Here are some things you should know about emergency services:

- Use emergency services when you have a medical problem you think is so serious that it must be treated right away by a doctor (it is life-threatening)
- Examples of when emergency services are needed include: miscarriage/ pregnancy with vaginal bleeding, chest pain, difficulty breathing, vomiting blood, facial numbness with slurred speech, or convulsions
- This type of care is covered both in and out of the county where you live
- If you have an emergency, call **911** or go to the nearest emergency room (ER) or other appropriate setting

If you are not sure whether you need to go to the emergency room, call your doctor. You can also call our 24-hour Nurse Advice Line at **1-800-919-8807**.

They can talk to you and give you advice on what you should do.



Prescriptions

WellCare of Kentucky covers all medically necessary Medicaid-covered medications. Our preferred drug list (PDL) describes the medications we suggest your provider prescribes. We may also require that your provider explain to us why you need a certain medication or quantity. This process is called prior authorization (PA). We must approve the request before you can get the medication.

Reasons we may ask for PA include:

- A generic or pharmacy alternative drug is available
- The drug can be misused/abused
- Other drugs must be tried first

Some drugs may have quantity limits. Other drugs are never covered (such as drugs for weight loss). If we do not approve a PA request, we will send you information on how you can appeal our decision and your right to a state hearing. If you would like a copy of our PDL, call us toll-free at **1-877-389-9457**. TTY users, call 711. You can also find it at www.wellcare.com/Kentucky.

Utilization Review Process

Our utilization management program includes:

- Prior authorization
- Prospective reviews
- Concurrent reviews
- Retrospective reviews
- How to submit an appeal

These reviews let us measure the healthcare and services our enrollees receive. We measure these based on an enrollee's coverage. We check to see if the care and services are right. Then we decide how much coverage we can provide. We also decide how to pay those who provide the care. At times, we have to deny coverage for services or care. Our employees, a doctor, or other reviewer may make these decisions. When this happens, we do not reward anyone who makes these decisions. If there are any financial rewards, they do not promote using fewer services.



For questions about this program or to file an appeal, please call us toll-free at **1-877-389-9457**. TTY users, call 711.

How We Protect Your Personal Information

Keeping your information safe is very important to us. Your personal information can be seen only by those who need it to do their work. We have strict policies to protect it. We also have a Privacy Office. This office makes sure our staff is trained on our privacy and security policies.

We may use your health information without your written permission.

Our employees must follow strict privacy and security policies. They must protect your health information in oral form (when talking about your health information with approved people), when on the phone, or in person. This is when they are talking about your health information with approved people. It could be over the phone or in person. They must also protect it in written or electronic form.

Treatment, Payment, and Business Operations

We may use your health information or share it to help treat your condition. We can also use it to arrange payment for that treatment. And we can use it to run our business operations.



Right to Access Your Health Information

You have the right to look at and get a copy of your health information. But you may not see health information in three situations:

- (i) In mental health care therapy notes;
- (ii) When it is put together to prepare for a court case; and
- (iii) With some exceptions, information subject to the Clinical Laboratory Improvement Amendments of 1988 (CLIA).

We may use or keep an electronic health record (EHR) for you. You can get a copy of your EHR in electronic form if we have one for you. You can tell us to send a copy of your EHR to a third party you name.

This is just a summary of our privacy statement. To read the full privacy statement, go to www.wellcare.com/Kentucky.

Your Authorization

You may tell us in writing that we can share your health information with anyone for any reason. You can also tell us in writing at any time to stop sharing your health information. If you tell us to stop sharing it, it will not affect any sharing done while we had your OK to do so. Unless you tell us in writing, we cannot share your health information for any reason other than those listed here.

Business Associates

We may share your health information with a business partner. But we may do so only if they need it to perform a task or service for our business.



We're here for you

We hope this booklet answers your questions about WellCare of Kentucky. We know it gives you just some of the information you need to choose a health plan. To learn more, please call us toll-free at **1-877-389-9457**. TTY users, call **711**. We're happy to help you. You can also visit us anytime at www.wellcare.com/Kentucky.



Want To Know More?

To learn more about becoming an enrollee of WellCare of Kentucky, please call **1-877-389-9457** (TTY **711**), Monday–Friday, 7 a.m. to 7 p.m.

WellCare of Kentucky complies with applicable Federal Civil Rights Laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you do not speak English, language assistance services are available to you free of charge.

Call **1-877-389-9457** (TTY: **711**).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-389-9457** (TTY: **711**).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-389-9457** (TTY: **711**)。



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